

ACCOUNTS RECEIVABLE BILLING SPECIALIST – FIRE DEPARTMENT

FLSA Status – Non-Exempt

EEO Code – C/Technicians

Class Code – E650

GENERAL DESCRIPTION OF THE DUTIES

This classification performs a full range of accounts receivable billing and accounting duties with complete understanding of the unique and evolving health insurance billing environment requirements. This classification is the journey level, and positions at this level are expected to maintain currency within the complex nature of the health insurance billing industry and its continually evolving environment. The Accounts Receivable Billing Specialist is expected to be fully aware of all of the operating policies and procedures of the joint Finance/Fire Department Accounts Receivable Billing Section and perform them with a high degree of independent judgment.

SUPERVISION RECEIVED

This classification receives direct supervision from the Finance Director and the Accounts Receivable Billing Coordinator acts in the capacity of lead worker to develop, monitor, and/or prescribe technical guidance for this classification.

SUPERVISION EXERCISED

Employees working in this classification do not supervise employees, although employees may give technical direction to other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties and responsibilities listed should not be construed to be all-inclusive. The essential job duties will include other responsibilities as assigned and required.

1. With regard to the ambulance billing system, this classification inputs the daily deposit; runs and analyzes review reports bi-monthly completing follow-up collection procedures as needed, responds to correspondence and telephone requests, and works Explanation of Benefits (EOB) denial accounts to try reaching a positive collection result.
2. Completes all follow-up collection procedures for each accounts receivable billing system, including but not limited to the following: reviews the last events for accounts needing past-due follow-up, prepares accounts for pre-collections, prepares accounts already sent to pre-collections to transfer to collections, and balances each of the collection systems quarterly.
3. Completes a variety of billing support work including but not limited to the following: works mail returns for address follow-up, verifies Medicaid (OMAP) eligibility for ambulance services, and maintains filing systems, etc.
4. Periodically completes month-end accounting duties associated with the full-cycle accounts receivable billing for each accounts receivable system, including preparing balancing reports for balancing to the City's general ledger, and preparing monthly statistical reports specific to each billing system.

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5. With regard to fire fees, this classification runs and analyzes review reports monthly, completes follow-up procedures as needed, performs collections procedures, responds to correspondence and telephone requests, and works denial accounts to try to reach a positive collection result.

OTHER JOB FUNCTIONS

1. Follows all safety rules and procedures established for work areas.
2. Performs work in accordance with federal and state employment laws, and City policies and procedures.
3. Maintains proficiency by attending training conferences and meetings, reading materials, and meeting with others in areas of responsibility – particularly maintaining currency on all emerging insurance billing issues related to primary/secondary/tertiary medical insurance, Medicare, Office of Medical Assistance Program (OMAP) – Medicaid, motor vehicle insurance, etc., to complete accounts receivable billing and collections successfully.
4. Maintains work areas in a clean and orderly manner.
5. Cross-trains on the Accounts Receivable Billing Coordinator's ambulance input duties and serves as backup, as necessary.
 - a. Ambulance - Prints and mails invoices daily; and writes receipts and prepares deposit daily.
 - b. Fire Fees – Inputs incident responses into accounts receivable billing system categorizing into the appropriate billing schedule, prints and mails bill monthly.
 - c. Orders forms and supplies, checks websites for provider guide updates, and prepares refunds.
6. Assists other Department staff with support duties as workload and staffing levels dictate.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Knowledge of principles and practices of financial and accounting record keeping;
- Knowledge of modern office methods and procedures;
- Knowledge of medical terminology, and health insurance regulations and structure;
- Knowledge of word processing, spreadsheets, database, and e-mail software programs;
- Knowledge of basic mathematical principles; and

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- Knowledge of applicable federal, state, and local laws; and local government accounting processes.

Skill in:

- Skill in maintaining and balancing a variety of financial records, ledgers, and accounts;
- Skill in performing technical accounting work in an organized and accurate manner;
- Skill in operating a calculator, computer, and other office equipment;
- Skill in interpreting and applying federal, state, and local laws and policies;
- Skill in understanding and carrying out oral and written instructions;
- Skill in communicating effectively with others; and
- Skill in establishing and maintaining effective working relationships with others.

Ability to:

- Ability to learn the ORTIVUS/SWEET computer system including the three Directories: Ambulance, Fire Fees, and FireMed as they relate to billing for each service, and City policies and procedures for internal accounting controls;
- Ability to organize and prioritize work to meet deadlines;
- Ability to maintain confidential and sensitive information regarding HIPPA – Health Insurance Portability and Accountability Act;
- Ability to learn and utilize City procedures for daily deposits and balancing accounts;
- Ability to accurately work with large amounts of detailed information;
- Ability to work as a collaborative team member; and
- Ability to establish and maintain effective working relationships with others from diverse backgrounds.

EDUCATION AND EXPERIENCE

Any equivalent combination of education and experience that demonstrates the knowledge, skills, and abilities is qualifying. A typical way to qualify would be high school graduation or equivalent and college level accounting courses, or responsible experience in technical accounting particularly in the health insurance billing field.

PHYSICAL DEMANDS

While performing the duties of this classification, employees are required to communicate, reach, and use repetitive motions of the hands and wrists. Decision-making, interpersonal skills, teamwork, customer service, English fluency, basic math, discretion, and accuracy are required on a continual basis. Duties involve moving materials weighing up to 10 pounds on a regular basis, such as files, books, office equipment, and infrequently weighing up to 40 pounds. Qualified individuals with a

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disability will be reasonably accommodated to perform the essential functions of this classification.

WORKING CONDITIONS

Work may be performed in an open office within the Fire Station where the noise level is high due to Department activities, alarms, and intercom system. Extensive close work on a computer is required.

Approved By _____ **Date** _____
(Department Director)

Adopted By _____ **Date** _____
(City Manager)

Established: 07/00 (Accounts Receivable Coordinator)

Revised: 01/01

Revised: 11/01

Revised: 10/03

Revised: 09/06